



# Remote Dental Program

*\*for Active Duty Service members*

TEO FS-20

"Your Passport to Quality Health"

Fact Sheet

*This Fact Sheet applies to **Active Duty service members** assigned to remote regions of European and Central Command **only**. A remote region is defined as "a location with no fixed military medical/dental facility or more than one hour drive or more than 50 miles from the nearest military Medical/Dental Treatment Facility."*

*If you are an Active Duty family member, you can find details about your dental options under the TRICARE Dental Plan on the reverse side. You may also read about your options in the TRICARE Europe "Passport," issued to you upon enrollment, or in Fact Sheet 6, TRICARE Dental Plan.*

## Who is eligible?

- ① Active Duty service members permanently assigned to remote sites in EUCOM and CENTCOM are eligible for the TRICARE Europe Remote Dental Program. This includes Reserve Component members who are activated for 30 days or more and are assigned to EUCOM and CENTCOM.
- ② Active Duty members who are TDY/TAD, deployed or on leave in EUCOM or CENTCOM are covered for **emergency treatment** only.
- ③ Reserve Component members on active duty for training are limited to **approved treatment of service-connected injuries only**. For more information, contact your Reserve Unit or National Guard Medical Representative.

## Contact International SOS

You must contact International SOS (see reverse) prior to receiving **any dental treatment** in order for International SOS to coordinate cashless, claim-free care.

International SOS provides health care services for TRICARE in remote locations all over the globe, and will direct you to the best available medical and dental care. Only credentialed, qualified providers in the International SOS referral network can provide cashless

& claimless dental services to Active Duty members.

## Emergency Care Procedures

Contact International SOS for assistance if possible. If necessary, you may seek care from a licensed dentist without preauthorization. Afterwards, contact International SOS for claim payment instructions.

## Routine & Specialty Care Procedures

Contact International SOS prior to receiving dental care in all cases. International SOS will provide you with referral information and advice on host nation providers, and will arrange payment for services directly to the dentist.

Call International SOS to schedule routine care under \$500. Treatment plans that exceed \$500 per episode or \$1500 per calendar year do require preauthorization from TRICARE Europe, even if your dental visits are considered "routine care." International SOS will walk you through the preauthorization process.

## Preauthorization Procedures

You must have the following documentation in order to receive preauthorization. Contact International SOS or TRICARE Europe for help (see reverse for contact details):

- Diagnosis
- Treatment plan





○ Cost of treatment  
○ Periapical x-rays or photos (*may be required*)

○ X-rays or photographs that are submitted as supporting documentation will be returned with a letter providing authorization for the approved amount or reason for the denial.

## Appeals Procedures

If your claim or preauthorization request is disapproved, International SOS will notify you promptly. You may appeal this decision. Simply mail an appeal letter with additional information that you feel justifies your request or claim. The appeal process consists of two levels: the first appeal request must be sent to the director of the TRICARE Dental Program. Your second appeal (assuming your first appeal was unsuccessful) must be forwarded to the TRICARE Europe Executive Director:

❶ Director TRICARE Dental Program — Europe  
Unit 10310, Bldg. 214, APO AE 09136, Fax: DSN: 496-6372 or Commercial 49 6302 67 6372.

❷ Executive Director TEO, TRICARE Europe Office,  
Unit 10310, Bldg. 214, APO AE 09136, Fax: DSN: 496-6378 or Commercial: 49 6302 67 6378.

## Contact International SOS First!

It is your responsibility to contact International SOS to coordinate dental care.

**If you fail to obtain required authorizations or to arrange for care through International SOS, you may have to pay for the dental care you receive upfront and seek reimbursement later!**

That's why we recommend that you always contact International SOS **BEFORE YOU RECEIVE ANY CARE.**

# Contact Information

## ○ International SOS

If you are stationed in a remote location, you may contact International SOS at any time at **00-44-20-8762 8133 (either call collect or ask them to call you back)** if you have questions, or if you need general healthcare information or medical/dental advice. You may also email them at: [tricarelon@internationalsos.com](mailto:tricarelon@internationalsos.com)

International SOS doctors or nurses are available 24 hours a day, seven days a week. You may also search the International SOS provider network online at [www.internationalsos.com/private/tricare/europe/](http://www.internationalsos.com/private/tricare/europe/).

## ○ TRICARE Europe Office

The TRICARE Europe Director of Dental Programs is available to assist you with preauthorization requests, appeals, or other questions about your dental care.

**Email:** [TDP@europe.tricare.osd.mil](mailto:TDP@europe.tricare.osd.mil)

**DSN:** 496-6358 **FAX:** 496-6372

**CIV:** 0049-6302-67-6358

## ○ United Concordia Companies, Inc.

Family members of active duty military stationed overseas, as well as Reservists and their family members stationed overseas, may enroll in the TRICARE Dental Plan (TDP). This paid dental insurance plan, operated by United Concordia Companies, Inc. (UCCI), helps offset out-of-pocket expenses for overseas civilian dental care.

You may contact UCCI at (717) 975-5017 (not toll-free) or 1-888-418-0466 toll free by using your country's AT&T access code or e-mail them at [oconus@ucci.com](mailto:oconus@ucci.com), or visit them online at [www.ucci.com](http://www.ucci.com).

Claims and inquiries may be sent to:

**United Concordia Companies, Inc. (UCCI)**  
**TDP OCONUS Dental Unit**  
**P.O. Box 69418**  
**Harrisburg, PA 17106-9418**

For more information on the TRICARE Dental Plan, also see Fact Sheet 6, *TRICARE Dental Plan*.

## ○ TRICARE Europe Remote Online

Read more about the TRICARE Europe Remote Program and your dental care options at [www.europe.tricare.osd.mil/benefit/remote](http://www.europe.tricare.osd.mil/benefit/remote).